



## Individual Complaint Form

Date\*: 05/19/2022

**Complainant or Legal Representative Information:** \* Required Fields

Name \* Jeannette Lucas  
Firm (if applicable) SXCW Properties II, LLC  
Mailing Address \* [REDACTED]  
City, State Zip \* Matthews, NC 28105 Phone \* [REDACTED]  
E-mail jlucas@samsxpress.com

Name of Utility Involved in Complaint: \* Comporium

**Type of Complaint (check appropriate box below.) \***

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments  | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service   | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) excessive fee to relocate telco box and unnecessary relocation of lines with additional services rendered |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No Name of ORS Contact: Brad Kirby

Please provide the Section(s) of the S.C. Statute(s) or S.C. Regulation(s) allegedly violated by the Company:

103-643

**Concise Statement of Facts/Complaint:** \* (This section must be completed. Attach additional information to this page if necessary.)

My company is developing a Parcel on Cherry Rd and Grier McGuire Rd in Rock Hill, SC.  
Comporium is required by Rock Hill to move a telco box at the corner of the parcel to allow for the relocation of a mast arm pole that is also required by Rock Hill in order to convert the road to a public road.  
Comporium is using the opportunity to move and add services along the entire road frontage in the DOT right of way at our cost. We don't believe the extent of this work is necessary to provide service to any of our parcels or in conjunction with moving the box back from the corner a few feet.  
I will attach some backup for those charges in this email.

**Relief Requested:** \* (This section must be completed. Attach additional information to this page if necessary.)

We were asked to pay \$68,000 to cover the work done by the service provider, of which we do not have service. We are asking that we are not held responsible for their choice to put additional services and move a line along the entire road front when a much more lean scope of work could accomplish the same goal.

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

*Jeannette Lucas*

# VERIFICATION

STATE OF SOUTH CAROLINA

COUNTY OF York

I, Jeannette Lucas  
Complainant's Name \*

verify that I have read my complaint filed on 5/19/22  
Date \*

and know the contents thereof, and that said contents are true.

Jeannette Lucas  
Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	